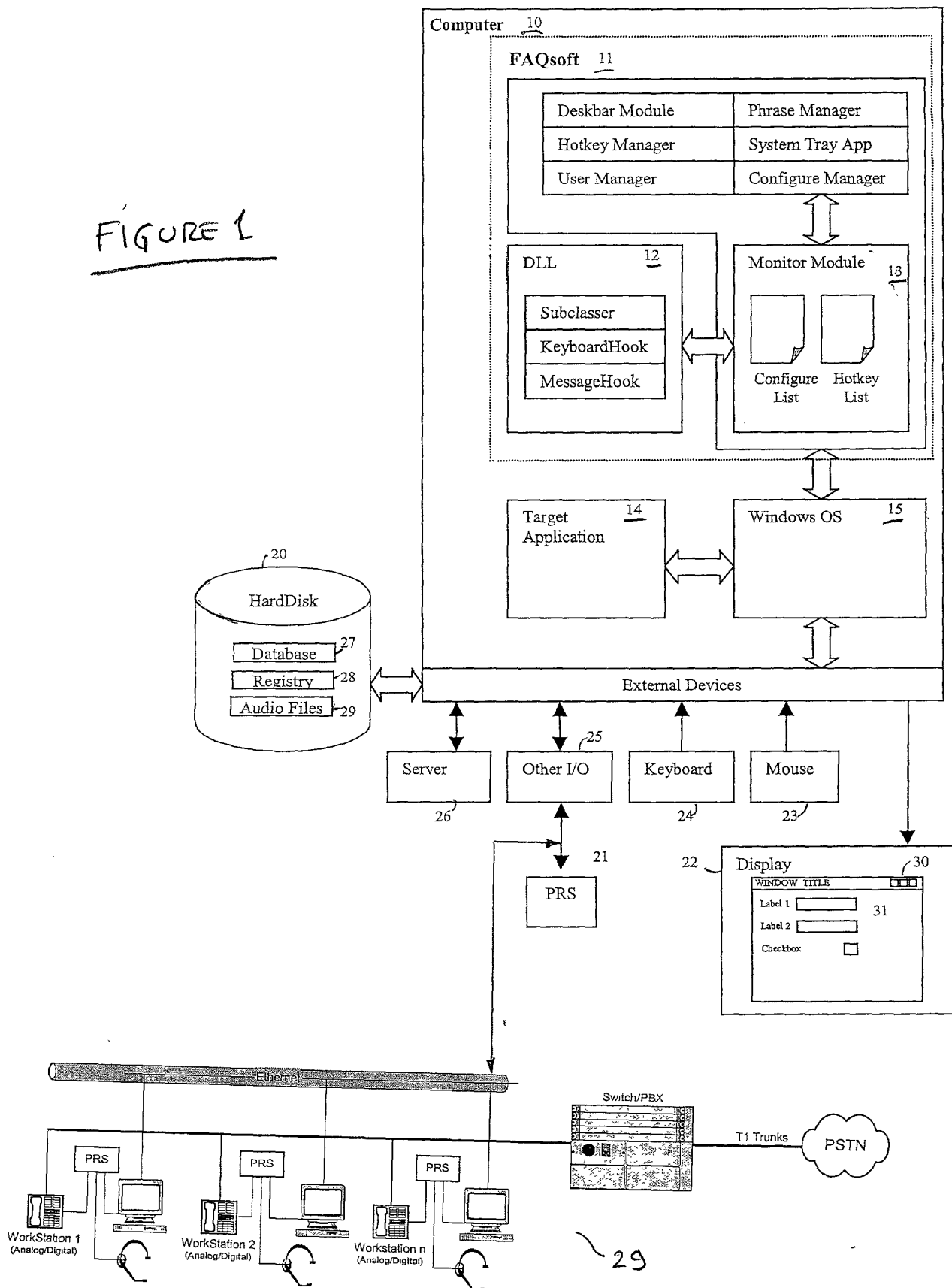


FIGURE 1



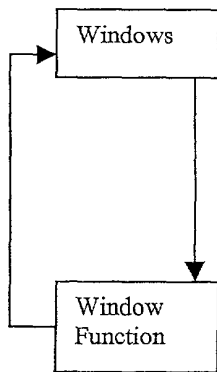


FIGURE 2

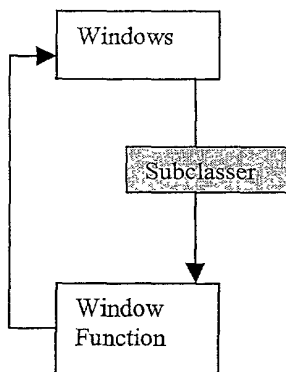


FIGURE 3

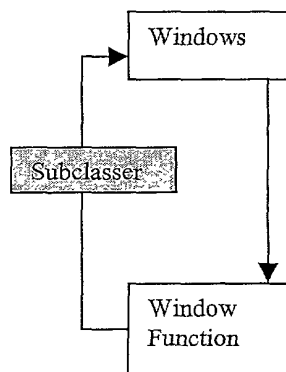


FIGURE 4

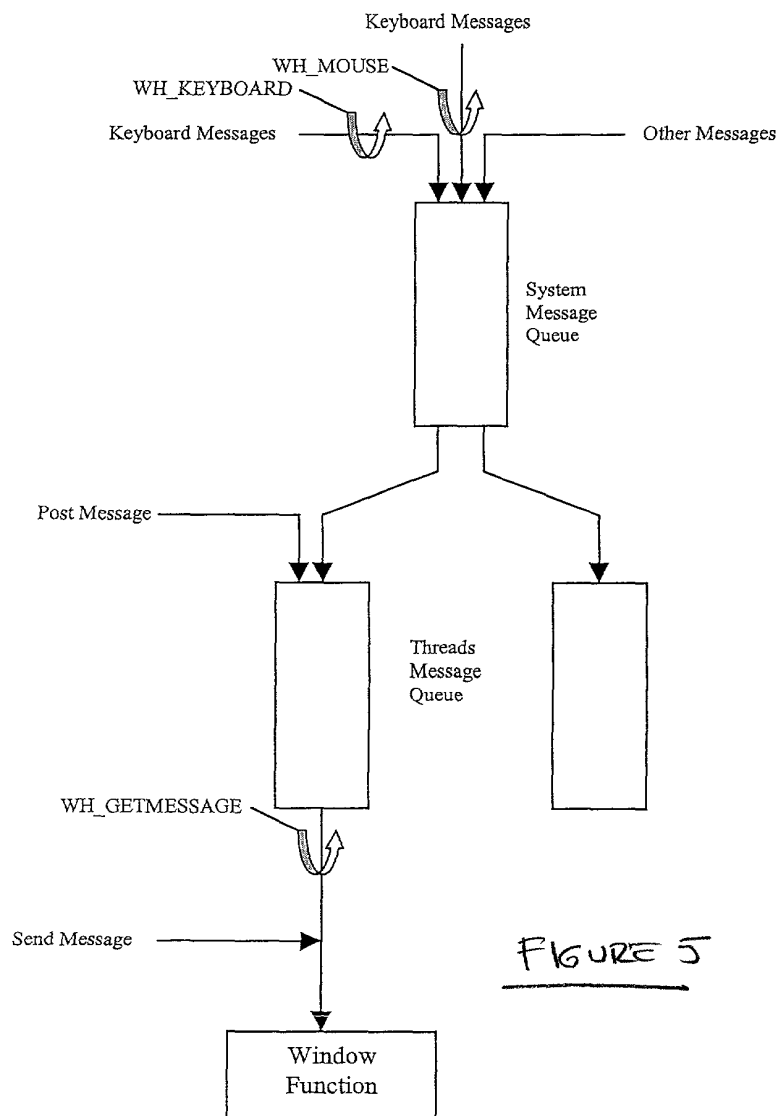


FIGURE 5

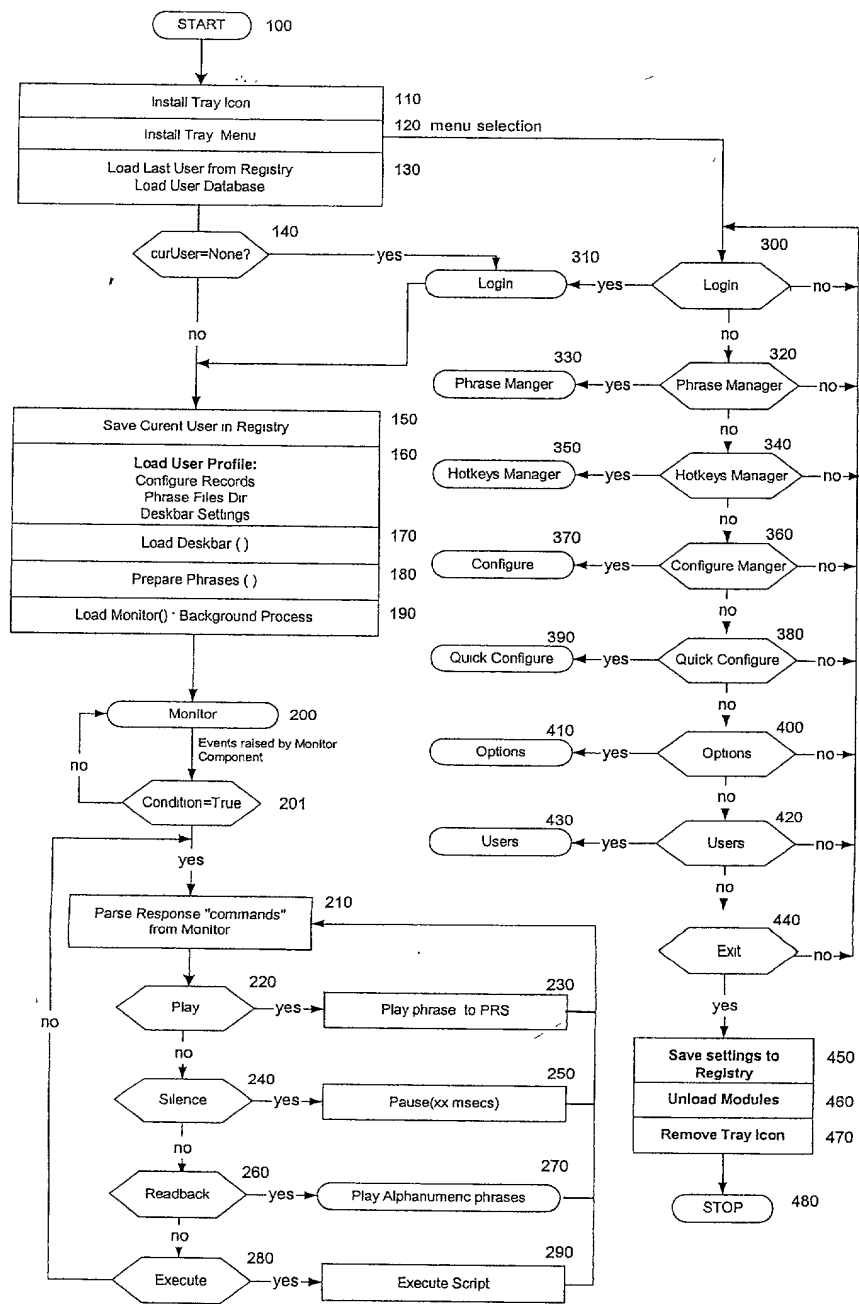


FIGURE 6



FIGURE 7

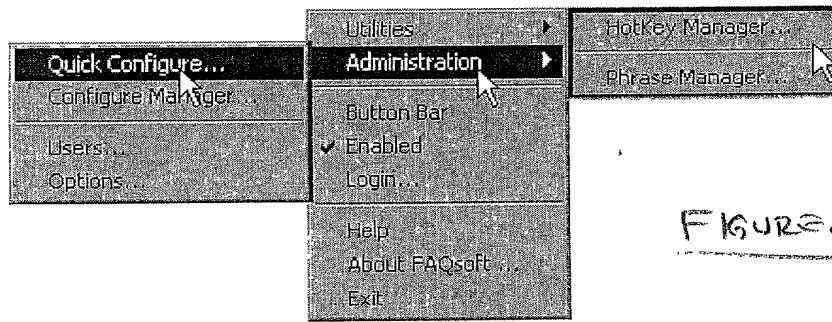


FIGURE 8

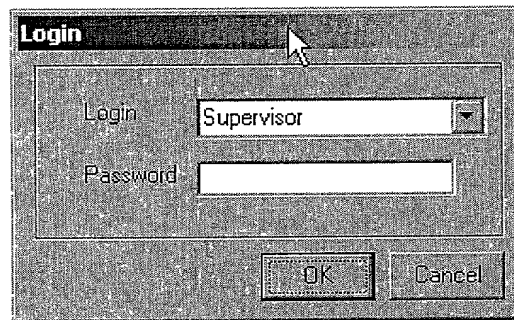


FIGURE 9

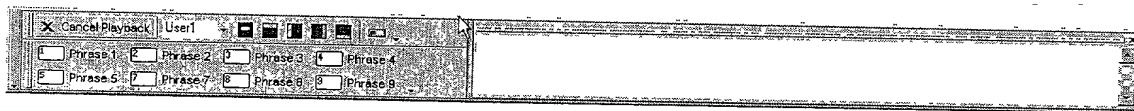


FIGURE 10

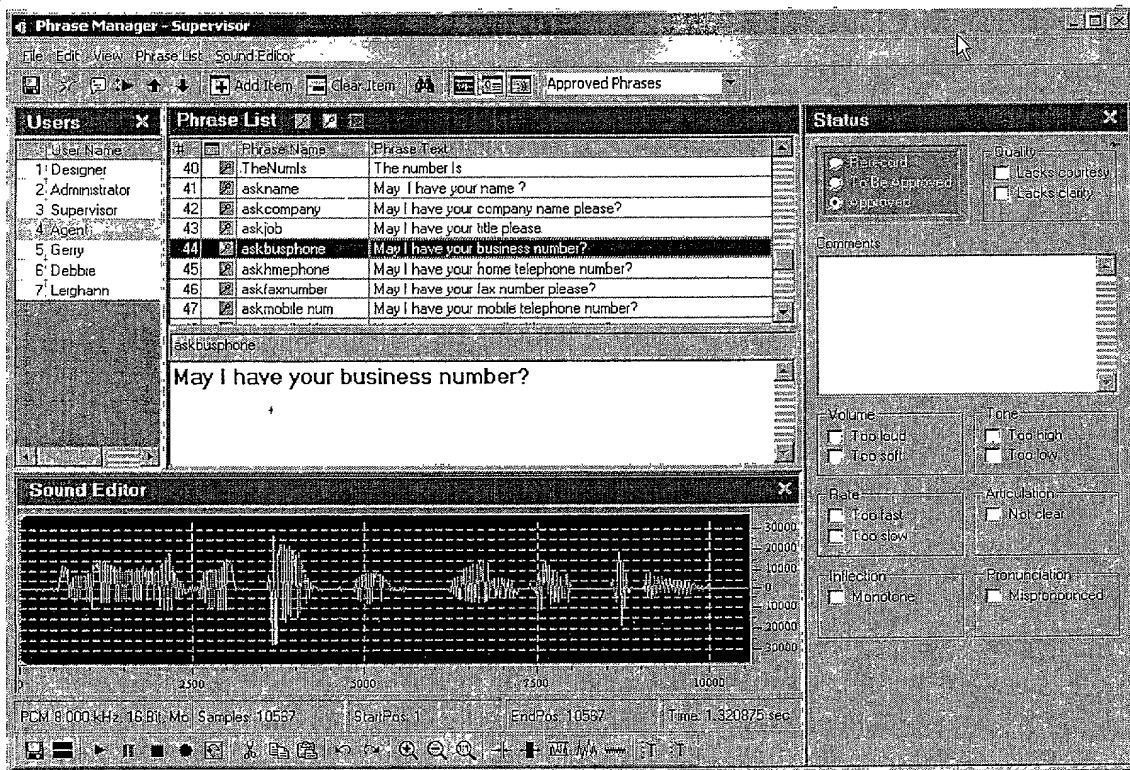


FIGURE 11

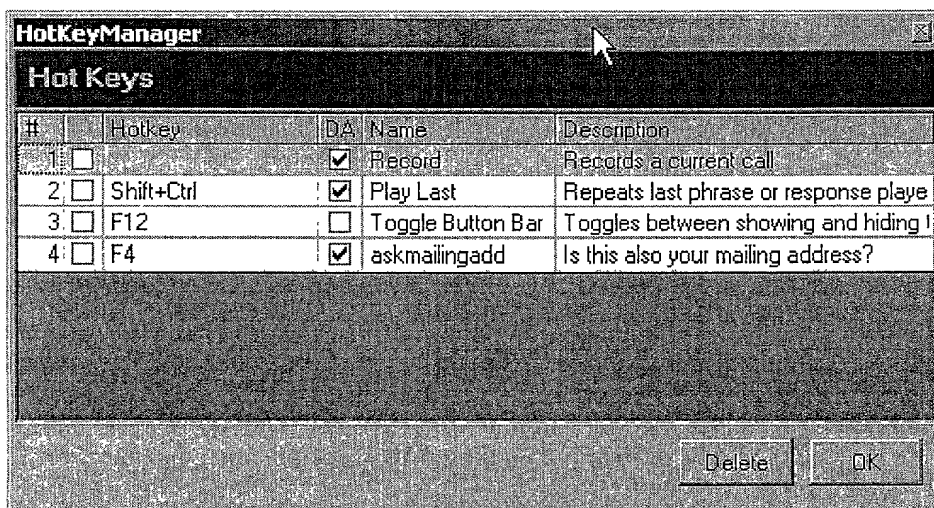


FIGURE 12

**HotKey**

Depress a key combination and click OK to assign the selected Response or Phrase.

Response/Phrase	askwebaddress
Description	Do you have a web page address?
Assigned Key	

☒ Allow Default Action ☐ Inactive

Clear OK Cancel

FIGURE 13

**Configure Manager**

File View Phrase List Sound Editor

Add Item Clear Item Approved Phrases

#	Phrase Name	Phrase Text
44	askbusphone	May I have your business number?
45	askhphone	May I have your home telephone number?
46	askfaxnumber	May I have your fax number please?
47	askmobile num	May I have your mobile telephone number?
48	askemailadd	May I have your email address please?
49	askwebaddress	Do you have a web page address?
50	askbusadd	May I have your business address?
51	askmailingadd	Is this also your mailing address?
52	askdept.	Your department name please.
53	askoffice	May I have your office number
54	askBusinessPhone	Can I have your phone number please
55	askAccount	May I have your account number please
56	askAddr	May I have your address please.
57	goodmorning	good morning
58	greeting	this is (name), how can I help you
59	greeting afternoon	good afternoon
60	greeting evening	good evening
61	CloseSales	When you ..

greeting

this is (name), how can I help you

Save Play Stop Record Mute/Unmute Volume Trim Level

**Response Builder**

Response List

Play Stop Add Delete

#	Response Name	Response Detail
1	ReadBackNumbe	Play TheNum's Read Cor
2	morning greeting	Play goodmorning Play gr
3	Good Evening	

Action Sequence for morning greeting

Description

Goodmorning! this is (name), how can I help you

Play Stop Add Delete

Action List

#	Action	Value
1	Play	goodmorning
2	Play	greeting

FIGURE 14

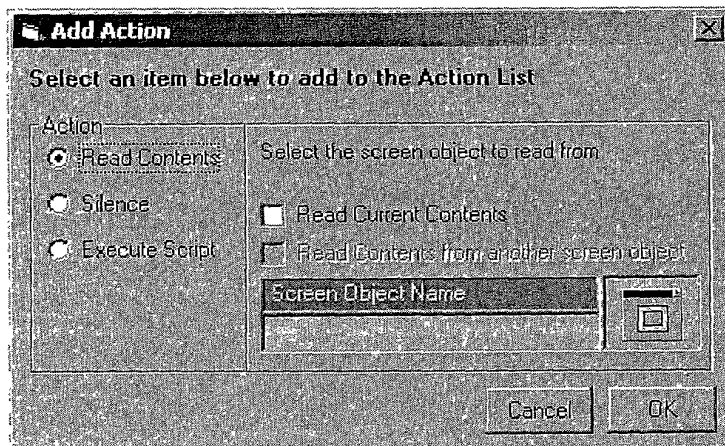


FIGURE 15

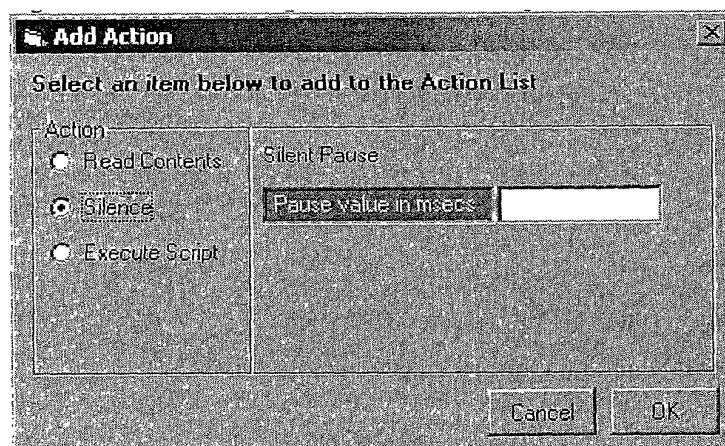


FIGURE 16

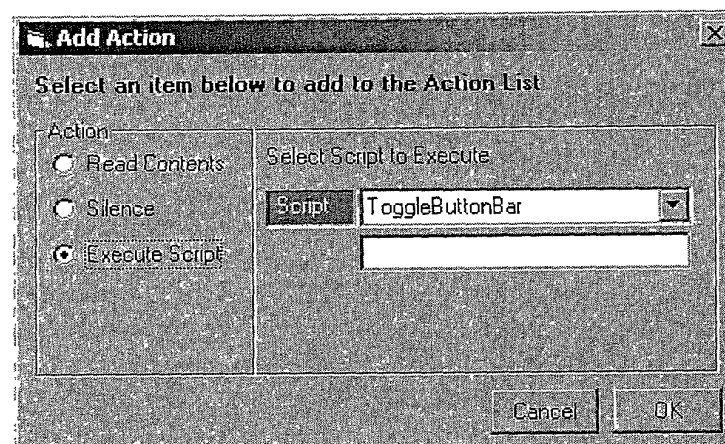


FIGURE 17



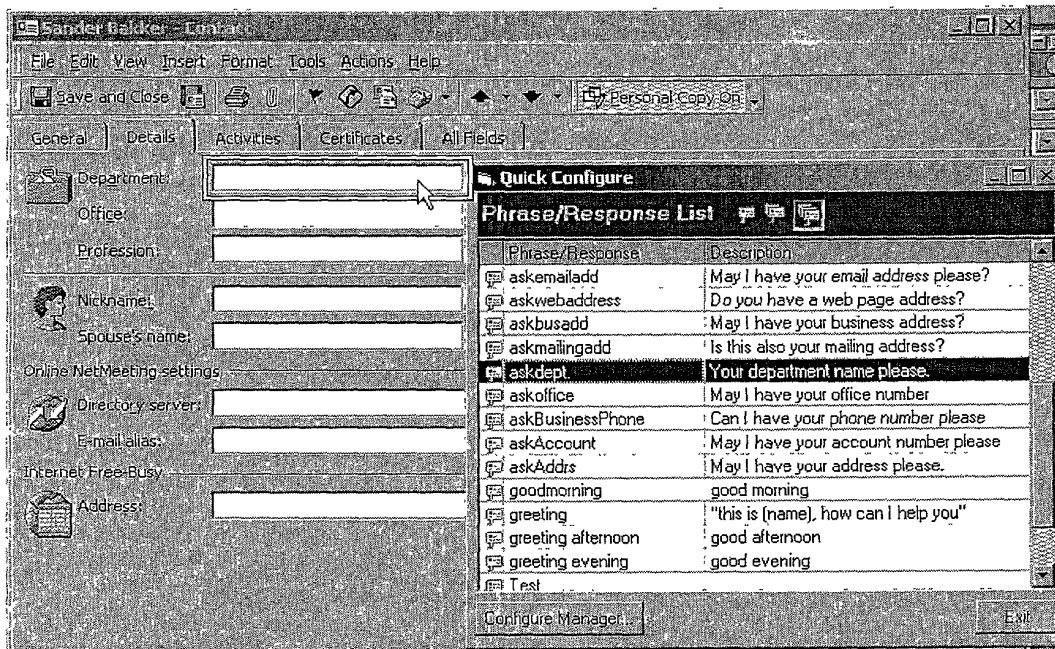


FIGURE 18

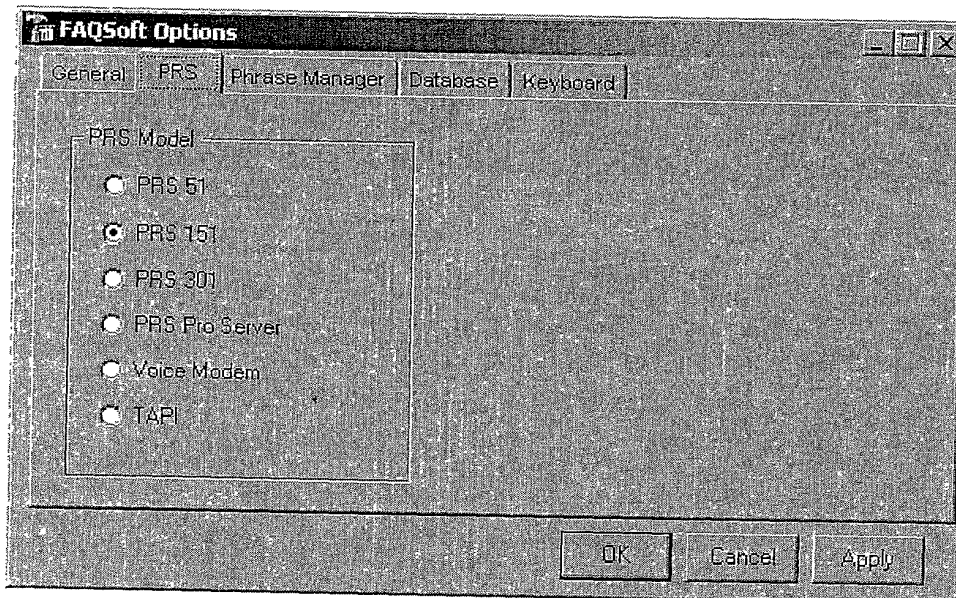


FIGURE 19



**Users**

ID	Login	Name	Gender	Phone	TBA
1	Designer	Shariff Haddad	Male	2590854	0
2	Administrator	Jeremy Matthews	Male	2590854	0
3	Supervisor	Demo Supervisor	Female	Male	0
4	Agent	Demo Agent	Female	259 0854	0
30	Gerry		Female	Female	0
31	Debbie		Female	Female	0
32	Leighann		Female	Female	0

FIGURE 20

**Users**

User Info | Access Rights

**Login:** Administrator **User ID:** 2  
**Password:** golden  
**Name:** Jeremy Matthews  
**Phone:** 2590854  
**Gender:** Male  
**To Be Approved Ph:** 0  
**Role:** Administrator  
**Reports To:** 0

Record 2 of 7

FIGURE 21

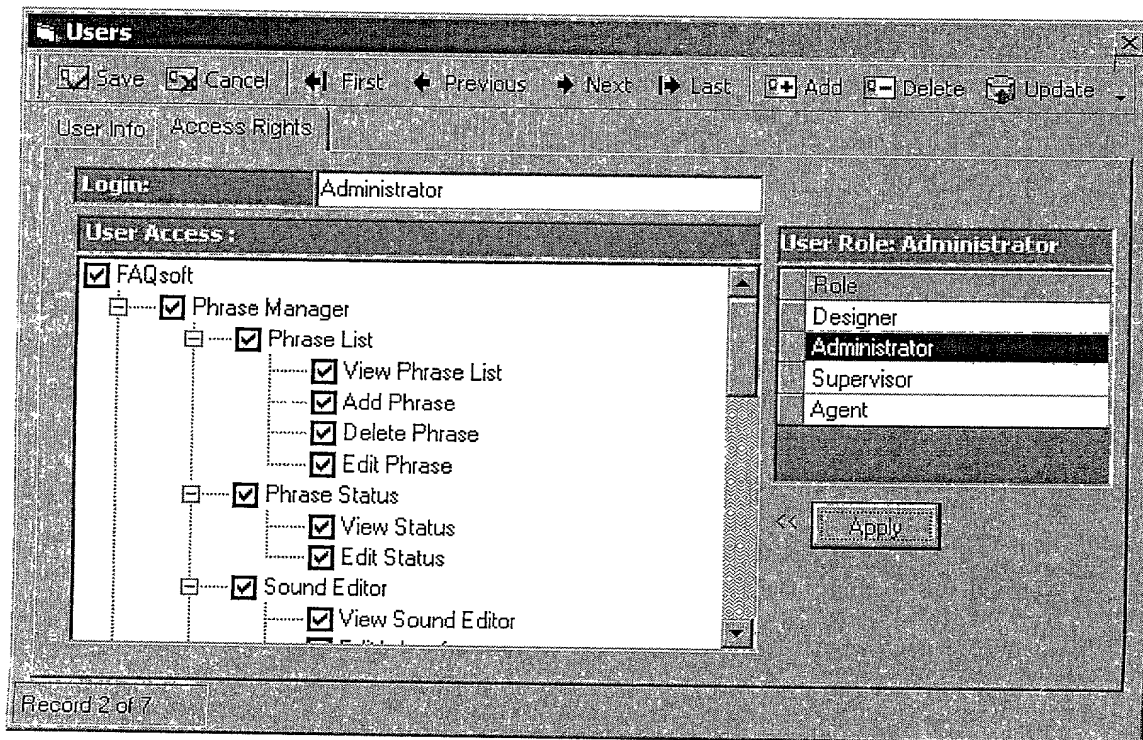


FIGURE 22

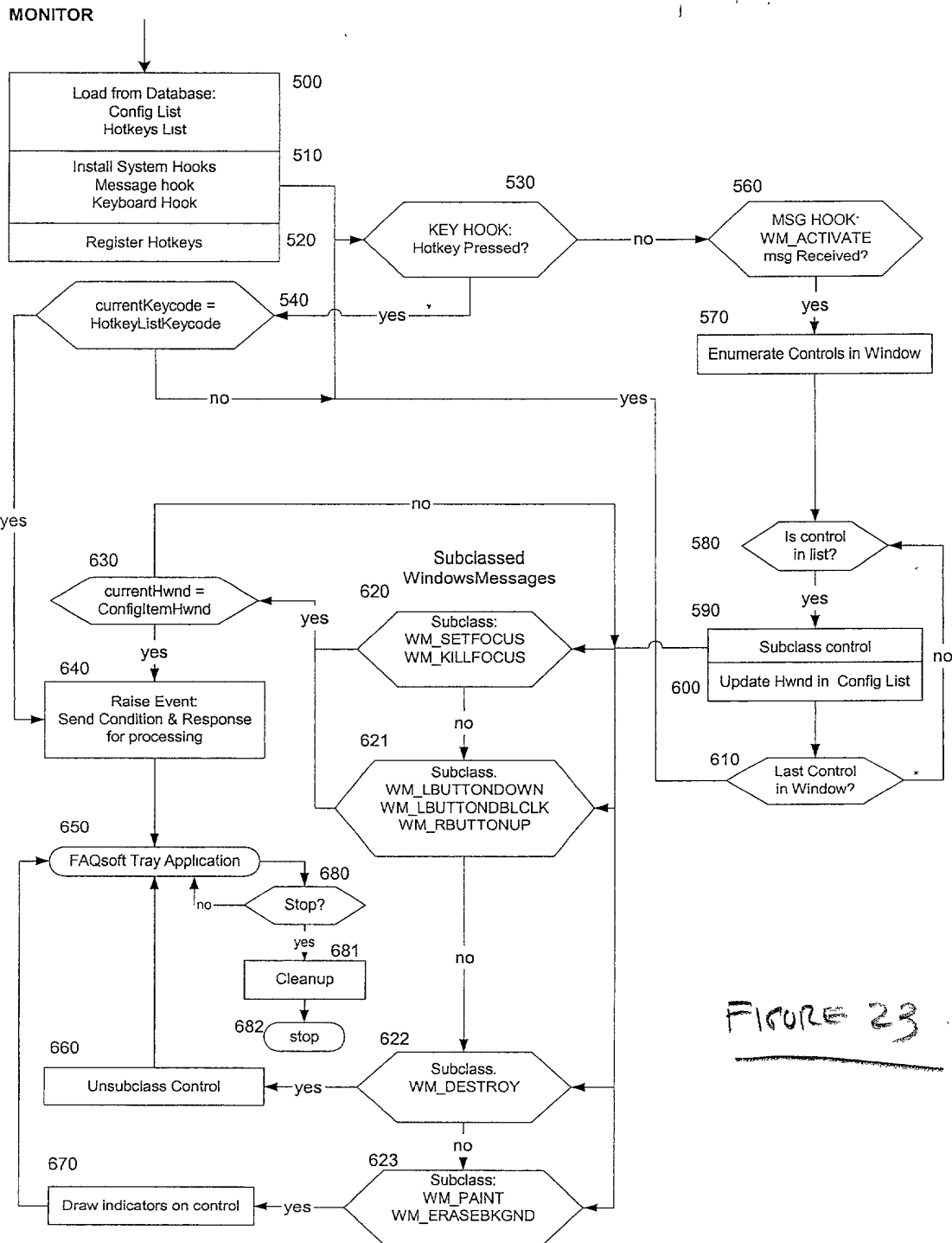


FIGURE 23

**Sander Bakker - Contact**

File Edit View Insert Format Tools Actions Help

Save and Close Personal Copy On

General Details Activities Certificates All Fields

Full Name: Sander Bakker  
 Job title: Product Manager  
 Company: Connect IT  
 File as: Bakker, Sander

Business: +31 (0) 495 547 700  
 Home:   
 Business Fax: +31 (0) 495 548 411  
 Mobile:   
 E-mail:   
 Web page address:   
 Address: Schatbeurderlaan 10  
 P.o. Box 109, 6000 AC Weert,  
 Netherlands  
☒ This is the mailing address

Contacts: Categories: Private

FIGURE 24

**Sander Bakker - Contact**

File Edit View Insert Format Tools Actions Help

Save and Close Personal Copy On

General Details Activities Certificates All Fields

Full Name: Sander Bakker  
 Job title: Product Manager  
 Company: Connect IT  
 File as: Bakker, Sander

Business: +31 (0) 495 547 700  
 Home:   
 Business Fax: +31 (0) 495 548 411  
 Mobile:   
 E-mail:   
 Web page address:   
 Address: Schatbeurderlaan 10  
 P.o. Box 109, 6000 AC Weert,  
 Netherlands  
☒ This is the mailing address

Contacts: Categories: Private

FIGURE 25

# CONFIGURE

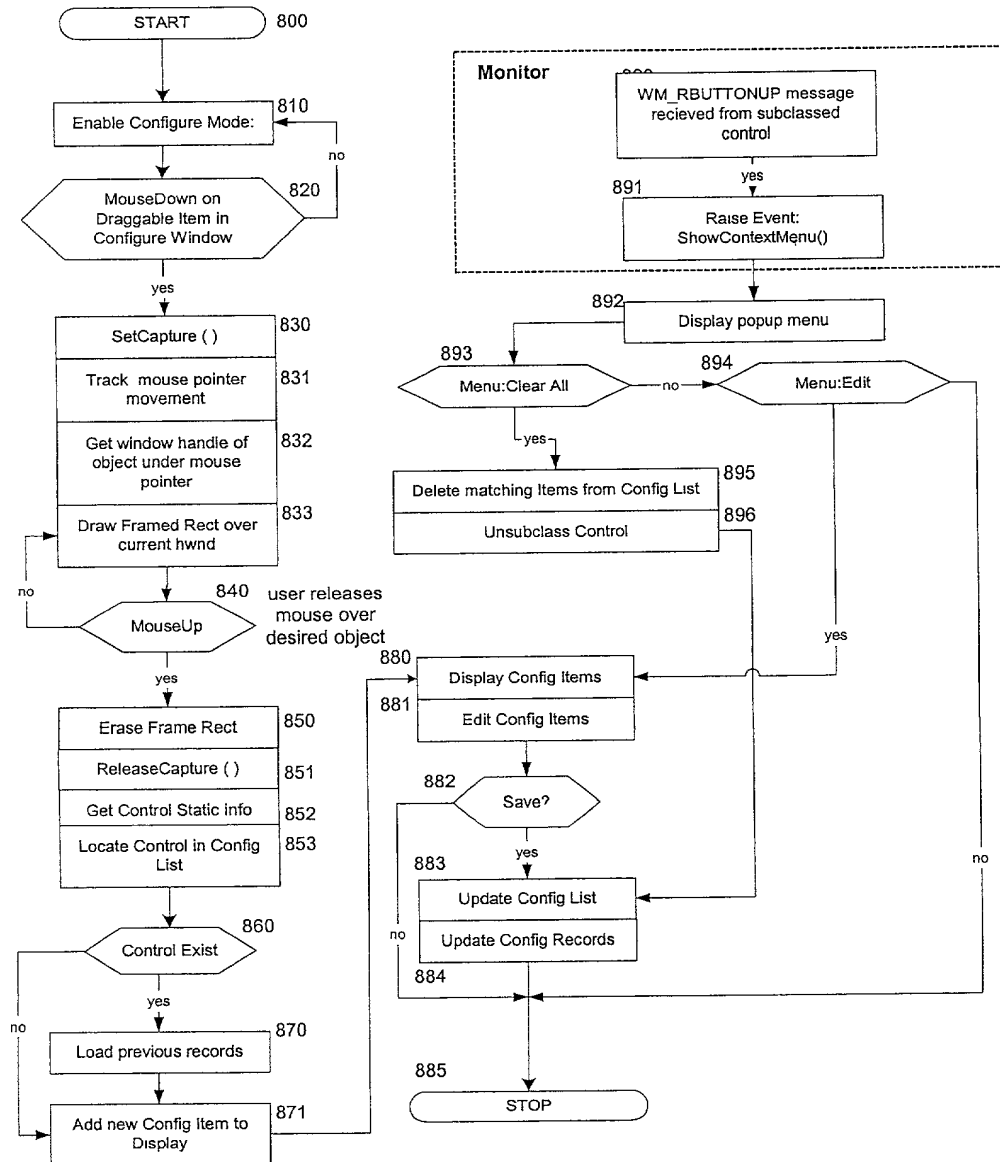


FIGURE 26

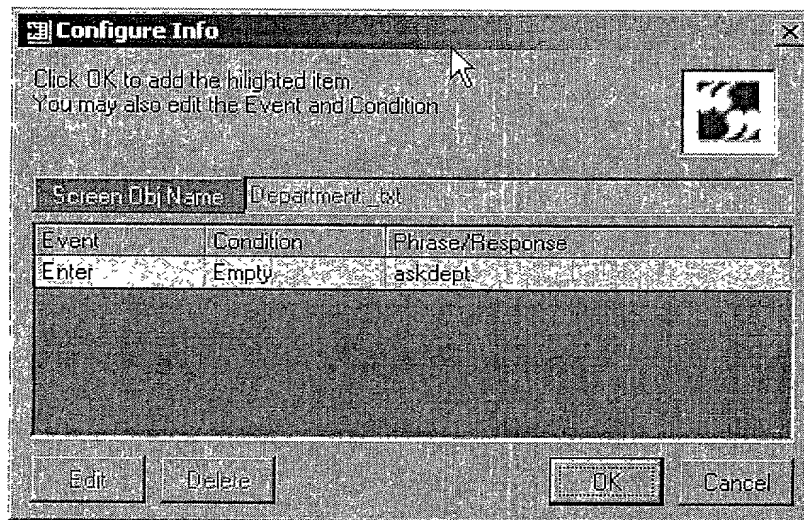


FIGURE 27

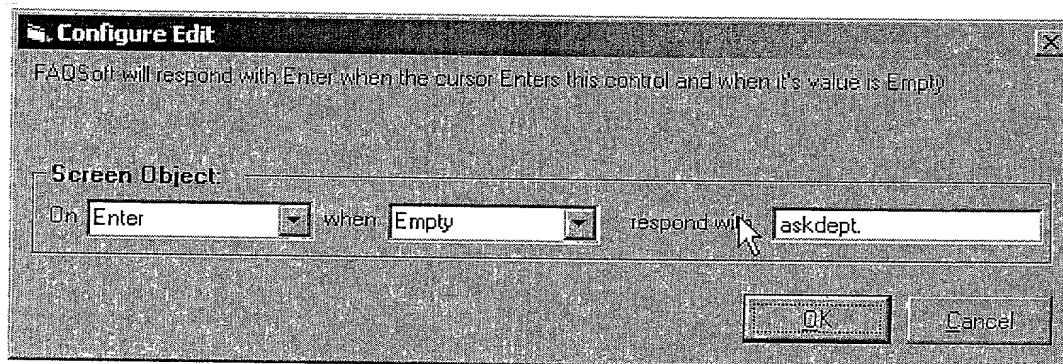


FIGURE 28

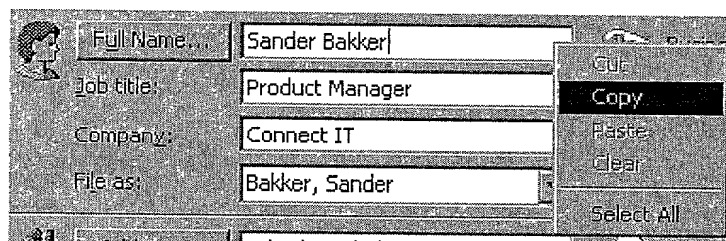


FIGURE 29

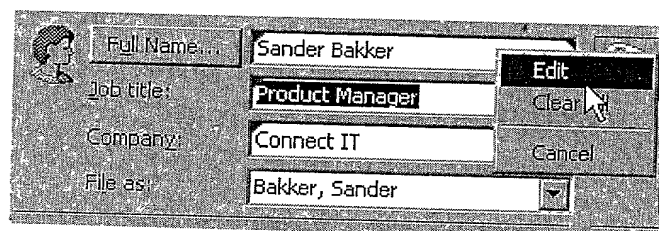


FIGURE 30